Please amend the claims as shown immediately below with all changes (e.g., additions, deletions, modifications) included, pursuant to 37 C.F.R. 1.121(c)(1).

Complete listing of the claims:

1.   (Currently Amended) A method of contact manipulation and retrieval in an automatic call distribution system, comprising the steps of:

receiving a voice message having voice contact information;

converting the voice contact information to contact data in digitized, packetized form using speech recognition;

storing the contact data;

receiving a search term from a searcher; and

searching the stored contact data;

wherein the contact data is searched for at least one item of information using the received search term.

2.   (Original) The method according to claim 1, wherein the message is a voice message, and wherein the voice message is packetized to thereby convert contact information in the voice message to contact data.

3.   (Original) The method according to claim 1, wherein the message is a voice message, and wherein the voice message is converted to text as the contact data.

4.   (Original) The method according to claim 1, wherein the message is a voice message, and wherein the voice message is packetized, and wherein the packetized voice message is converted to text as the contact data.

5.   (Previously Presented) The method according to claim 1, wherein the system has at least

one agent, and wherein the method further comprises

 providing at least one plug-in that implements conversion and storing of contact data in the automatic call distribution system;

 assigning the at least one plug-in to the agent; and

 activating the at least one plug-in for the agent when a message having contact information is received at the automatic call distribution system.

6. (Previously Presented) The method according to claim 5, wherein the automatic call distribution system has a plurality of agents and a plurality of plug-ins, and wherein the method further comprises determining for a respective agent of the plurality of agents the at least one plug-in, which is assigned to the respective agent.

7. (Previously Presented) The method according to claim 5, wherein the method further comprises activating the plug-in for the agent when the agent logs onto the automatic call distribution system.

8. (Previously Presented) The method according to claim 5, wherein the messages are converted to text by a voice recognition unit, stored in a central repository for use in post-processing research, and evaluation.

9. (Currently Amended) A method of contact manipulation and retrieval in a communication system, comprising the steps of;

 providing a plurality of agents and a plurality of format conversion plug-ins;

 assigning at least one respective conversion plug-in to a respective agent of the plurality of agents;

 receiving a voice message having voice contact information by the respective agent;

 converting the voice contact information to contact data in digitized, packetized form using speech recognition;

 storing the contact data;

receiving a search term from a searcher;

searching the stored contact data; and

wherein the contact data is searched for at least one item of information using the received search term.

10. (Original) The method according to claim 9, wherein the message is a voice message, and wherein the voice message is packetized to thereby convert contact information in the voice message to contact data.

11. (Original) The method according to claim 9, wherein the message is a voice message, and wherein the voice message is converted to text as the contact data.

12. (Original) The method according to claim 9, wherein the message is a voice message, and wherein the voice message is packetized, and wherein the packetized voice message is converted to text as the contact data.

13. (Currently Amended) An apparatus for contact manipulation and retrieval in a communication system, comprising:

means for receiving a voice message having voice contact information;

means for converting the voice contact information to contact data in digitized, packetized form using speech recognition;

means for storing the contact data;

a search term received from a searcher; and

means for searching the stored contact data;

and wherein the contact data is searched for at least one item of information using the received search term.

14. (Previously Presented) The apparatus according to claim 13, wherein the message is a voice message, and wherein the apparatus further comprises means for packetizing the voice

message to thereby convert contact information in the voice message to contact data.

15.   (Previously Presented) The apparatus according to claim 13, wherein the message is a voice message, and wherein the apparatus further comprises means for converting the voice message to text as the contact data.

16.   (Previously Presented) The apparatus according to claim 13, wherein the message is a voice message, and wherein the apparatus further comprises means for packetizing the voice message, and means for converting the packetized voice message to text as the contact data.

17.   (Previously Presented) The apparatus according to claim 13, wherein the system has at least one agent, and wherein the apparatus further has: means for providing at least one plug-in that implements conversion and storing of contact data in the communication system; means for assigning the at least one plug-in to the agent; and means for activating the at least one plug-in for the agent when a message having contact information is received at the communication system.

18.   (Previously Presented) The apparatus according to claim 17, wherein the communication system has a plurality of agents and a plurality of plug-ins, and wherein the apparatus further comprises means for determining for a respective agent of the plurality of agents the at least one plug-in, which is assigned to the respective agent.

19.   (Previously Presented) The apparatus according to claim 17, wherein the apparatus further comprises means for activating the plug-in for the agent when the agent logs onto the communication system.

20.   (Previously Presented) The apparatus according to claim 13, wherein the communication system is an automatic call distribution system.